

The Florida Department of Highway Safety and Motor Vehicles

Statement of Agency Organization and Operation

This statement of agency organization and operation has been prepared in accordance with the requirements of Section 28-101.001, Florida Administrative Code and is available to any person upon request.

The **Florida Department of Highway Safety and Motor Vehicles** was created by Chapter 20.24 Florida Statutes. The mission of DHSMV is “**Providing Highway Safety and Security Through Excellence in Service, Education, and Enforcement**” by providing services in partnership with county tax collectors; local, state, and federal law enforcement agencies to promote a safe driving environment; issue driver licenses and identification cards; and provide services related to consumer protection and public safety.

The Department is composed of four divisions: Florida Highway Patrol, Motorist Services, Administrative Services and an Information Systems Administration that offers support services to all divisions. The Department’s duties, responsibilities and procedures are mandated through Chapters: 316, 317, 318, 319, 320, 321, 322, 323, 324, 328, 488, Florida Statutes and Section 627.730 – 627.7405, and Chapter 15-1, Florida Administrative Code.

The agency head of DHSMV is the Executive Director and is appointed by the Governor with the approval of the Cabinet. The Executive Director supervises, directs, coordinates and administers all activities of the Department.

DHSMV Headquarters can be contacted by calling 850- 617- 2000 or via the Internet at www.flhsmv.gov.

Mailing Address:
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Tallahassee, FL 32399-0500

TALLAHASSEE HEADQUARTERS PHONE NUMBERS

General Information	850-617-2000
Executive Director.....	850-617-3100
General Counsel	850-617-3101
Communications	850-617-3102
Highway Patrol.....	850-617-2300
Motorist Services	850-617-2600
Administrative Services.....	850-617-3400
Inspector General	850-617-3104

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OFFICE OF THE EXECUTIVE DIRECTOR

The Executive Director is appointed and reports directly to the Governor and Cabinet, with functional responsibility for monitoring, supervising, coordinating, administering and directing all activities of the Department. The Executive Director ensures that DHSMV's mission and objectives are being followed, pursuant to Florida Statutes and Florida Administrative Code.

The Office of the Executive Director includes the General Counsel, Inspector General, Legislative Affairs, Office of Performance Management, Communications Office, Bureau of Personnel Services and Learning and Development Office.

The Office of the General Counsel represents the Department in all administrative proceedings and judicial proceedings in both federal and state courts.

The Inspector General manages a comprehensive internal auditing program, monitors agency compliance with standards, and conducts investigations relating to allegations of fraud, waste and abuse.

Legislative Affairs coordinates, plans and develops comprehensive agency legislative and budgetary issues, drafts and analyzes bills, and prepares the annual legislative package and lobbies legislation.

The Office of Performance Management supports the Executive Director and the Executive and Senior Leadership Teams through strategic planning activities; developing and overseeing organizational metrics and service goals for measuring performance and success at meeting strategic goals; administering Department policies; providing grant management and advisory services; and preparing the Department's Long Range Program Plan.

The Communications Office plans, develops and coordinates agency public education and media relations activities.

The Bureau of Personnel Services administers all aspects of personnel rules, regulations, policies and procedures as they relate to employees and applicants.

The Learning and Development Office provides leadership and personal skill development courses as well as division specific training to members and the state's County Tax Collectors that serve as the Department's agents.

The Enterprise Security Management Office manages the Department's information security through research, education and awareness.

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DIVISION OF FLORIDA HIGHWAY PATROL

The Division of Florida Highway Patrol promotes a safe driving environment through proactive law enforcement, public education and safety awareness. The Patrol's values of courtesy, service and protection guide all actions of the Patrol and support professional standards. Members of the Patrol reduce the number and severity of traffic crashes in Florida and preserve and protect human life and property. The Patrol designs and implements prevention strategies to address crash causation factors. In addition to daily proactive traffic enforcement by sworn officers, the Patrol uses an all-volunteer auxiliary to enhance service delivery.

The Division is composed of four commands: Program Operations, Patrol Operations, Commercial Vehicle Enforcement and Special Services.

Program Operations oversees business functions of the Florida Highway Patrol that globally affect the agency. This command focuses on trend analysis, strategic planning, operational effectiveness, and professional law enforcement. Additionally, Program Operations coordinates FHP's Budget, fleet management and procurement functions, as well as personnel liaison functions. Program Operations oversees the accreditation and policy unit that ensures the Patrol is compliant with standards from the national Commission on Accreditation for Law Enforcement Agencies and the state governing body, Commission for Florida Law Enforcement Accreditation.

Patrol Operations is responsible for day-to-day law enforcement activities that include directing the movement of traffic on state highways and apprehending fugitives from justice. Patrol Operations conducts patrol and enforcement of traffic laws to support a safe driving environment; responds to, investigates, and clears the highway of traffic crashes; and assists stranded motorists and those in need of assistance. Patrol Operations are coordinated through two field regions (North and South) and 10 Troops located throughout the state. The goal of Patrol Operations is to provide for the overall safety on Florida's highways by reducing the number of traffic crashes resulting in death, injury and property damage. Patrol Operations also coordinates with the State Emergency Operations Center and serves as the agency contact point for mutual aid activities.

Commercial Vehicle Enforcement (CVE) is responsible for commercial vehicle enforcement activities that include safety inspections on commercial vehicles, weight enforcement program, and enforce traffic with an emphasis on violations by commercial motor vehicles and passenger vehicles interacting with large trucks. CVE is comprised of 2 troops with field offices located throughout the state.

Special Services aids Patrol Operations by conducting aviation support, training and the FHP Auxiliary and Reserve officer programs. Additionally, Special Services oversees the Bureau of Criminal Investigations and Intelligence, which conducts investigations on auto theft, cargo theft, driver license fraud, identity theft, title fraud, odometer fraud and other criminal activities statewide. The Bureau of Criminal Investigations and Intelligence works closely with local, state and federal law enforcement agencies to combat criminal activity. Bureau of Criminal Investigations and Intelligence is also responsible for overseeing activities related to homeland security in response to domestic security concerns. Special Services includes the traffic homicide unit, which provides a comprehensive investigation into the circumstances resulting in all traffic-related deaths in the state. Special Services maintains a K-9 unit to assist in drug interdiction. Special Services also houses the state's seven regional communication centers, which provide dispatch services to all state law enforcement. Special Services is responsible for the Patrol's 30-week training academy, involving more than 1,200 hours of instruction.

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DIVISION OF MOTORIST SERVICES

Motorist Services encompasses the areas of driver licenses, motor vehicles and customer service under one convenient umbrella, effectively establishing a service venue to support Florida's motorists. The Division promotes safety on the highways by licensing qualified drivers, controlling and improving problem drivers, maintaining records for driver evaluation and consumer protection of property rights by ensuring motor vehicles, vessels and mobile homes are properly titled and registered. The following information provides a Bureau-by-Bureau overview for all of Motorist Services:

Bureau of Customer Service

Customer Service provides centralized phone access and customer support to the public, tax collector personnel and state-owned issuance field offices inquiring on motor vehicle and driver license functions and procedures. The area is composed of three phone centers, Customer Service Center, Driver License Appointment Center, and the Field Support Center. The Customer Service Center answers calls from the general public regarding driver and vehicle services, while the Driver License Appointment Center makes appointments for driver license services and the Field Support Center answers calls from driver license and Tax Collector offices.

Bureau of Motorist Services Support

Motorist Services Support serves to protect the interest of Florida consumers by ensuring that Florida motor vehicle dealers are licensed and abiding by motor vehicle laws. The Bureau is also responsible for the inspection of rebuilt and assembled from parts vehicles for the purpose of detecting invalid odometer readings, stolen vehicles and stolen vehicle parts. The Bureau also serves as a liaison for the Tax Collectors regarding Motorist Services (driver licenses and motor vehicles) issues and services. The Bureau also manages equipment installations at Tax Collector and state facility openings and closures and the Quality Assurance monitoring services.

Bureau of Issuance Oversight

Issuance Oversight provides consumer protection and public safety through the licensing systems that register and title motor vehicles, vessels and manufactured/mobile homes and issues driver licenses and identification cards. The office manages a combined driver license and motor vehicle systems testing unit for new software releases for the issuance programs. The Bureau issues, renews, transfers and maintains inventory of driver license stock, license plates and registration decals as well as issues, renews and cancels disabled parking permits. The Bureau also develops policies and procedures, which govern issuances processes. The Bureau also monitors the quality of manufactured home units by ensuring manufacturers' compliance with construction standards established by the U.S. Department of Housing and Urban Development and provides additional consumer protection by training, testing and licensing individuals who set-up and install manufactured/mobile homes.

Bureau of Credentialing Services

Driver License Field Operations is responsible for verifying identification, administering the driver license examination process (driver skills and written exam), and issuing state driver licenses and identification cards. The Bureau currently oversees 70 state driver license offices and 130 county Tax Collector offices. The Bureau issues and cancels motor vehicle and vessel titles, records liens and maintains records of motor vehicle and vessel title transactions.

Bureau of Records

Records is the official custodian of Florida driver license, motor vehicle and crash records and manages all records for the state's licensed drivers. The Bureau scans motor vehicle titles and other documents for retention. The Bureau ensures traffic citations are recorded on the corresponding driver record, records are maintained and purged appropriately, and citations issued in Florida are reported to a driver's home

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state. The Bureau of Records also prints, distributes and accounts for all uniform traffic citations and crash reports written in Florida. In addition, the Bureau provides driver transcripts, letters of verification and other public records.

Bureau of Motorist Compliance

Motorist Compliance makes sure all registered vehicles and owners are properly insured, ensures compliance with Florida's Financial Responsibility Law and Motor Vehicle No-Fault Insurance Law and enforces sanctions imposed on those who violate Florida's highway safety laws through driver license suspensions, revocations or disqualifications and through motor vehicle registration stops. The Bureau manages driver improvement functions by ensuring the collection of statutorily required fees and fines, investigating and enforcing appropriate sanctions when fraud or ID theft is established, and assessing customers with medical conditions who may be unable to operate a vehicle safely. The Bureau monitors and regulates: DUI programs; commercial driving schools; commercial motor vehicle instructors and vehicles; driver improvement schools; curricula and instructions; third-party driver exam administration and the Florida Motorcycle Rider Training Programs.

Bureau of Commercial Vehicle and Driver Services

Commercial Vehicle and Driver Services registers and audits Florida-based commercial motor carriers under the International Registration Plan and the International Fuel Use Tax Agreements. The state of Florida is required by 49 USC, Subtitle VI, Part B, Chapter 317 to maintain its commercial motor vehicle registration and fuel use tax reporting laws and programs in conformance with IRP and IFTA. IRP is an interstate agreement between the various states and Canadian provinces, which allows a carrier to register a vehicle one time in a single jurisdiction and satisfy the registration requirements for all other participating jurisdictions. IFTA is an interstate agreement between the various states and Canadian provinces, which allows a carrier to obtain a fuel tax license in one state and report all operations for fuel tax purposes to that one state. Registration fees and fuel taxes owed to other jurisdictions are then distributed accordingly. This Bureau also oversees compliance with federal and state commercial driver license regulations.

Program Planning and Administration

PPA is responsible for providing all administrative support related to human resources, budgetary and legislative needs, , research and statistics, OPPAGA requests, project management, and general business support. The overall objective of the Motorist Services PPA section is to centrally coordinate administrative functions to maximize the operational resources available to serve our customers.

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THE DIVISION OF ADMINISTRATIVE SERVICES

The Division of Administrative Services is responsible for the operation of all bureaus within the Division and oversight of administrative functions of the Department including accounting, purchasing and facilities.

Bureau of Purchasing and Contracts

Purchasing and Contracts oversees the procurement process and ensures applicable laws, rules and regulations are followed by the Department. Purchasing and Contracts negotiates contracts with vendors on behalf of the Department. The Department's Supply Office coordinates the ordering, storing and shipping of supplies to Department personnel. The Bureau prepares and analyzes key data associated with the outsourcing of selected support functions. Additional responsibilities include the negotiation and monitoring of such contracts in order to ensure that state resources are used in the most economic and efficient manner.

Bureau of Accounting

The Bureau of Accounting is broken into three distinct operational functions:

Revenue- This section is responsible for the day-to-day transactions including receiving, distributing, reporting and reconciling the revenue collected by the Department.

Financial Accounting and Fixed Assets- This section is responsible for the Department's financial accounting function. This includes completing the Department's fiscal year close out and reporting process mandated by the Chief Financial Officer. The section also maintains the Department's property records, handles the Department's insurance through both the state of Florida's self-insured program as well as other private insurance instruments, and coordinates preparation of information needed for reimbursements related to catastrophic events.

Accounts Payable- This section is responsible for paying the Department's bills through MyFloridaMarketPlace and the State of Florida's Accounting System. Employee travel reimbursements are examined and paid in this section. They also review payment requests from other Department areas in accordance with rules detailed by the Chief Financial Officer and Florida Statutes.

Bureau of Office Services

Office Services oversees facility conditions and makes repairs to the Department's Headquarters and 44 owned facilities throughout the state. Office Services also manages the contracts for renovations to existing facilities and the building of new facilities. Office Services also is responsible for the Department's Print Shop as well as proactively monitoring Risk Management and Security.

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INFORMATION SYSTEMS ADMINISTRATION

Information Systems Administration provides information technology resources to help the operational divisions accomplish the Department's mission and goals. Information Systems Administration maintains the Department's central computing facility, which houses a mainframe, enterprise and Web servers, and a standby facility for disaster recovery.

ISA provides acquisition of computer equipment, software and services, software development, system installation and maintenance, network administration, computer operations, and desktop support. These critical computer systems are used to issue and store information for driver licenses, vehicle and vessel titles and registrations. The Florida Highway Patrol also uses Department systems to maintain a safe driving environment for motorists. Information from these systems is stored on the Department's central databases and used by the Department, Tax Collectors, local, state, and federal agencies, businesses, and private citizens.

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DESIGNATED AGENCY CLERKS

The following are designated as the Agency Clerks for the purpose of receiving and recording all Final Orders rendered by the Department of Highway Safety and Motor Vehicles.

Maureen Johnson, Chief, Bureau of Records, Division of Motorist Services is hereby designated as the Agency Clerk in the Division of Motorist Services for the purpose of receiving and recording all Final Orders rendered by the Department of Highway Safety and Motor Vehicles under and pursuant to Chapters 318 and 322, Florida Statutes. Mail Stop 89. Telephone 850- 617- 2702

Julie Gentry, Chief, Bureau of Motorist Compliance, Division of Motorist Services is hereby designated as the Agency Clerk in the Division of Motorist Services for the purpose of receiving and recording all Final Orders rendered by the Department of Highway Safety and Motor Vehicles under and pursuant to Chapter 324, Florida Statutes. Mail Stop 98. Telephone 850- 617- 2570

Edward Broyles, Chief, Bureau of Motorist Services Support, Division of Motorist Services is hereby designated as the Agency Clerk in the Division of Motorist Services for the purpose of receiving and recording all Final Orders rendered by the Department of Highway Safety and Motor Vehicles under and pursuant to Chapter 320, Florida Statutes. Mail Stop 64. Telephone 850- 617- 3171

Captain Hubert Cutchen, Florida Highway Patrol is hereby designated as the Agency Clerk in the Division of Florida Highway Patrol for the purpose of receiving and recording all Final Orders rendered by the Department of Highway Safety and Motor Vehicles under and pursuant to Chapter 321, Florida Statutes. Mail Stop 54. Telephone 850- 617- 2340

Carol Bishop, Senior Executive Assistant to the Executive Director of the Department of Highway Safety and Motor Vehicles is hereby designated as the Agency Clerk for the purpose of receiving and recording all Final Orders rendered by the Governor and Cabinet sitting as the head of the Department of Highway Safety and Motor Vehicles. Mail Stop 01. Telephone 850- 617- 3100

To obtain information concerning the filing of documents by electronic transmission, contact the respective individual in the division of interest. A person who files a document by electronic transmission shall:

- 1) represent that the original physically signed document will be retained by that party during the duration of the proceeding and of any subsequent appeal or proceeding in that cause, and that the party shall produce it upon the request of other parties, and
- 2) be responsible for any delay, disruption, or interruption of the electronic signal and accepts the full risk that the document may not be properly filed with the clerk as a result.

The filing date for an electronically transmitted document shall be the date the agency clerk receives the complete document.